

Better Buildings Residential Network Peer Exchange Call Series

The Envelope Please...Lessons Learned from Home Performance with ENERGY STAR Award Winners

May 11, 2023



Agenda and Ground Rules

- Moderator
 - Jonathan Cohen, Better Buildings Residential Network, DOE Residential Buildings Integration Program (RBI)
- Agenda Review and Ground Rules
- Residential Network Overview and Upcoming Call Schedule
- Opening Poll
- Featured Speakers
 - John Karyczak, Avangrid
 - Jonathan Waterworth, Arizona Energy Efficient Home
 - Robyn King, Efficiency Vermont
- Open Discussion
- Closing Poll and Announcements

Ground Rules:

- 1. Sales of services and commercial messages are not appropriate during Peer Exchange Calls.
- 2. Calls are a safe place for discussion; please do not attribute information to individuals on the call.

The views expressed by speakers are their own, and do not reflect those of the Dept. of Energy.





Better Buildings Residential Network

Join the Network

Member Benefits:

- Recognition in media, social media and publications
- Speaking opportunities
- Updates on latest trends
- Voluntary member initiatives
- One-on-One brainstorming conversations

Commitment:

 Members only need to provide one number: their organization's number of residential energy upgrades per year, or equivalent.

Upcoming Calls (2nd & 4th Thursdays):

- 5/25: How are Efficiency Programs and Partners Preparing for Inflation Reduction and Infrastructure Act Funding?
- 6/8: Marketing Residential Energy Efficiency in the Era of IRA (the Inflation Reduction Act)

Peer Exchange Call summaries are posted on the Better Buildings website a few weeks after the call







John Karyczak *Avangrid*



Better Buildings Residential Network: The Envelope Please ... Lessons Learned from Home Performance with ENERGY STAR Award Winners

John J. Karyczak

May 11, 2023















Energize CT

Energy Solutions for Customers

- **Energize Connecticut is** implemented by Eversource, Connecticut Natural Gas. Southern Connecticut Gas. and United Illuminating.
- Energize CT is a partnership of the Connecticut Energy Efficiency Fund, the Connecticut Green Bank. the State, and local electric and gas utilities.

- I In united partnership, the shared mission is to provide Connecticut residents and businesses the resources they need to save energy and use clean energy.
- The Energize CT initiative empowers communities to make smart energy choices, now and in the future.





Energy Efficiency Matters

Save Energy, Save Money, Increase Comfort

Energy
Efficiency for the customer

Energy

Reducing consumption should be the first step in efficiency

Money

Reduced consumption inherently reduces utility costs

Comfort

When energy is used correctly, comfort ensues

Energy
Efficiency for the world

Sustainability

Reduces air pollutants and greenhouse gases

Workforce

Sustainability jobs are in high demand and increasingly lucrative

Community

Benefits are not singular, they are shared







Energy Efficiency in CT

Why we do what we do

2022 Savings Residential



Financial Savings

\$30.8 Million annually \$505 Million lifetime



Energy Savings

Flectric: 56 Million kWh Gas: 3.1 Million CCF Oil/Propane: 2.5 Million Gal

2022 Impact Residential



Project & Rebates

488,867 engaged customers



CO2 Emissions

68,000 Tons annually 1.2 Million lifetime

2022 Key Program Benfits

Financial	Every \$1.00 collected, results in an additional \$4.71 of clean energy investment.				
Workforce	43,028 jobs in 2022 – clean energy investement support Connecticut jobs in HVAC, electrical, manufacturing, insulation, weatherization, and solar industries.				
Energy Savings	Energy savings equivalent to a 59 MW power plant. That is enough to power approximately 33,402 homes.				
Sustainability	$\$3.8$ Million in public heath care costs saved due to lower CO_2 emmisions.				

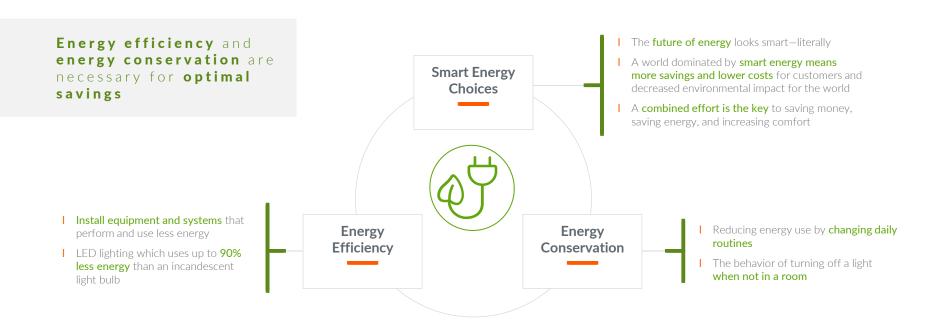
- efficiency programs than







Equating Smart Energy Choices









Home Energy SolutionsSM

MAKING A HOME ENERGY SMART

A smart energy home is about more than just "energy". It's comfort. Convenience. The health of one's family. A home to value more...

- Home Energy Solutions is an award-winning residential energy efficiency program available to help customers save money and energy while increase comfort in your home.
- An in-depth home performance assessment and service saves the average customer around \$200 each year in energy bills and can reduce their energy costs even further if they take advantage of additional opportunities.
- Home Energy Solutions will make a customer's house, condo, or apartment more comfortable in both the winter AND summer months.





Increase **Efficiency**

In-home assessments

On-the-spot improvements



Optimize Comfort

Well-being all season Consistent temperatures



Deeper Savings

Balanced consumption Manageable utility bills

Home Energy SolutionsSM



Home Energy Solutions services are offered at a low \$50 copay. No cost for income eligible customers. The work completed during the visit would cost an average of \$1,000.

Multifamily units (5+) qualify for the same services as well as comprehensive projects to include deeper measures. Incentives are based on projected energy savings.

Services from utility-approved, certified contractors: BPI, DOE, EPA



In-home weatherization services: air and duct sealing, installing hot water pipe wrap, faucet aerators, and low-flow showerheads



Deeper measure rebates for customers: Insulation, Windows, Appliances, and Heat Pumps



EVERY CUSTOMER PAYS INTO THE ENERGY EFFICIENCY FUND THAT SUPPORT ENERGIZE CT PROGRAMS THROUGH A SMALL CHARGE ON ELECTRIC AND NATURAL GAS BILLS, SO EVERYONE IS URGED TO PARTICIPATE IN SOME WAY.









Blower doorguided air sealing

Duct sealing

Home Energy Report & Home Energy Score

Health and safety tests on heating equipment (e.g., oil boiler, gas furnace)

Water-saving measures

Hot water pipe wrap

Reduced costs on your energy bills

Less pollen, dust and pests entering your home

Reduced noise from outside

Access to special rebates

Lower chance for ice dams on your home's roof/eves

Better humidity control, minimizing mold and mildew

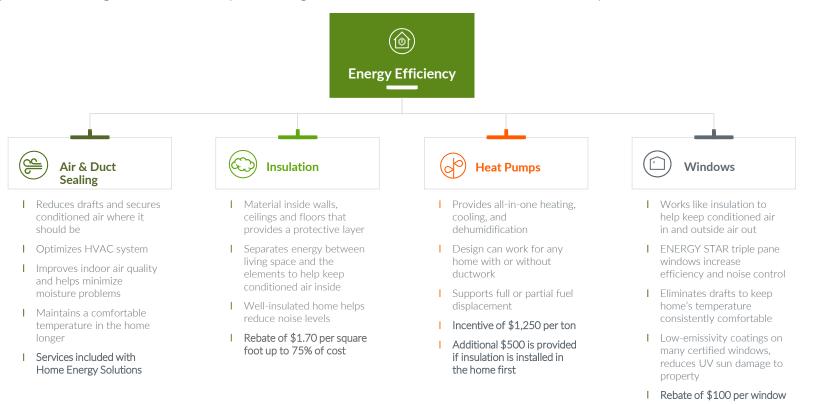
A less drafty, more comfortable home year-round





Home Energy SolutionsSM

The process of making one's home better protected against the effects of uncomfortable outdoor temperatures.





Energize CT

EnergizeCT.com 877-947-3873



Empowering you to make smart energy choices



John Karyczak

Home Energy Solutions Program Manager

jkaryczak@uinet.com

203-710-6377

















Thank you!



Jonathan Waterworth

Arizona Energy Efficient Home







"The Envelope Please"

Jonathan Waterworth

President at AZ Energy Efficient Home

Phoenix, Az.





Introduction

Homeowner has extensive knowledge in Residential building Inspection/
Construction and sought us out to help achieve a high-performance efficient home with the goal of achieving Net Zero.







- Customer Intent/ Scope of work
- Execute Plan
- Measure Performance/ Test Out











T-111 siding over R-13 Rockwool batt + Housewrap + 2" Polyiso board + Stucco w/synthetic finish.

"The Envelope Please" AZEEH 19

Windows

Replaced clear single pane w/aluminum frames to Dual pane Low-E Argon filled fiberglass frames.







Before

- 1777 Sq. Ft. home located in Sun City West, Az.
- Built in 1984 with 2x4 construction and T-111 siding.
- · All Electric home.
- 8.5 ACH.
- 144 cfm25 Duct leakage.
- R-13 walls / R-22 Attic.
- Has a 3.6 kw PV Solar array

After

- Interior/Exterior Remodel with a focus on Energy Efficiency, Comfort and Indoor Air Quality.
- Improved Thermal Performance, R-25 walls / R-60 attic.
- Reduction in Infiltration.(3.5ACH)
- Improved HVAC distribution design/performance.
- High efficiency windows.
- New efficient Heat Pumps HVAC/DHW.

Table

Insulate attic	R=20.0	R=80.0	V	Touch Up - Insulate to an R-60 with premium blown fiberglass; Knee wall, attic hatch, sk	4.3%	\$116
Air seal / vent	2149 CFM	860 CFM	\checkmark	Air Seal registers and all available attic penetration	1.1%	\$46
Insulate walls	R=13.0	R=25.0	\checkmark	Increase wall insulation to save energy and increase comfort.	3.6%	\$94
Doors	U=2.08	U=0.41	\checkmark	Add storm door(s) or install new door(s) to save energy and increase comfort.	4.9%	\$256
Windows	U=1.10, SHGC=.75	U=0.42, SHGC=.31	\checkmark	Replace windows	7.7%	\$176
Thermostat	Heat-74° Cool-74°	Heat-72° Cool-78°	\checkmark	Install EcoBee 3 thermostat	18.3%	\$679
Duct/Pipe Eff	Eff=73%	Eff=96%	\checkmark	Duct Seal unit, system & cans to reduce leakage & improve comfort/savings	10.1%	\$303
Heating + Cooling	6.8 HSPF, 10 SEER	8.5 HSPF, 17 SEER	\checkmark	Improve the efficiency of your heating and cooling system to save energy.	9.1%	\$220
Heat+Cool 1	Eff=199%, 10 SEER	Eff=249%, 16 SEER		Improve heating and cooling system 1	9.1%	\$220
Lighting	11 CFLs, 22 LEDs	0 CFLs, 43 LEDs	\checkmark	Replace other incandescent lights with CFLs to save energy and replacement costs.	2.0%	\$58
Hot water temp	130 Deg.	122 Deg. + Timer	\checkmark	WiFi Timer - Lower your hot water temperature to reduce energy losses and increase sa	-0.0%	\$13
Water heaters-all	EF = .91	EF = 3.63	\checkmark	Improve the efficiency of your water heating system to save energy.	6.3%	\$171
Water heater 1	EF = .91	EF = 3.63		Improve water heater 1	6.3%	\$171
Package Total				Total for all Energy Improvements	67%	\$2,133

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Reduce Load & Shift!

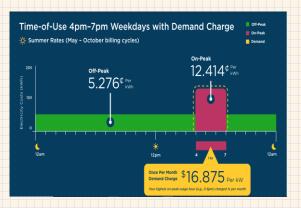
Smart Meters



Winter Demand Rate

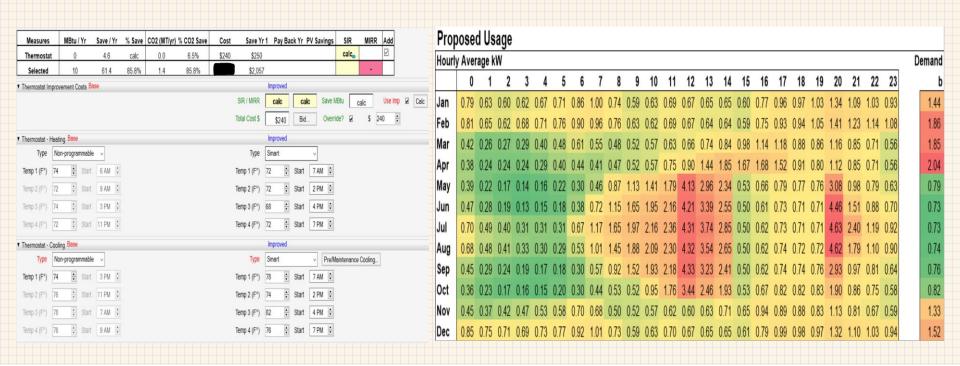


Summer Demand Rate



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Load Shifting HVAC Heat Map



"The Envelope Please" AZEEH 24





Thank you

JONATHAN WATERWORTH | JONATHAN @ AZENERGYEFFICIENTHOME.COM | WWW.AZENERGYEFFICIENTHOME.COM

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Robyn King Efficiency Vermont



Efficiency Vermont Intro

- Statewide energy efficiency utility covering thermal and electrical efficiency upgrades through incentives and technical assistance
- One of three energy efficiency utilities in Vermont
- Funding from an Electric Efficiency Charge,
 Regional Greenhouse Gas Initiative (RGGI) and
 ISO New England
- Delivers market-rate (above 80% of Area Median Income) weatherization programming for singlefamily homeowners











Program Focus Areas

- Commercial
 - New Construction
 - Existing Facilities
- Residential
 - New Construction
 - Existing Homes
 - Efficient Products
- Cross-sector services
 - Education and Engagement
 - Contractor network
 - Financial Services
 - HVAC
 - Electric Transportation
 - Research and Development



The economic value of efficiency

Efficiency comprises over 15% of VT's electric portfolio, delivered at 75% of the cost of purchasing new power.



15.1%

Percentage of Vermont's 2021 electric needs met by efficiency



5.32¢/kWh
Cost of saving electricity
with efficiency



VS

VS

\$13.00/MMBtu

Cost of saving fossil fuel with efficiency



7.4¢/kWh

Cost of supplying electricity

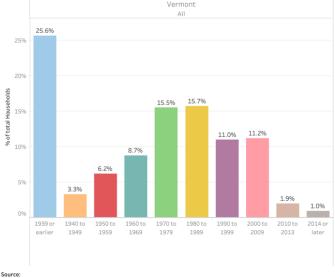


\$23.55/MMBtu
Cost of supplying
fossil fuel

The Vermont Landscape

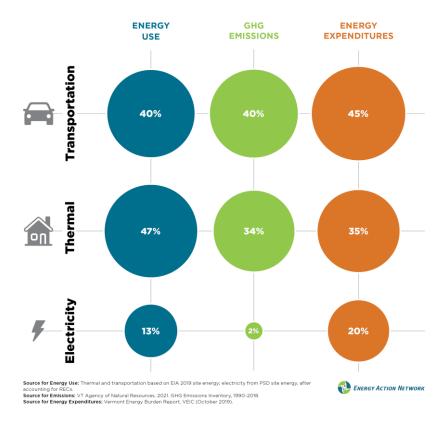
75% of the housing stock was built before 1989

Estimated housing units by year structure built

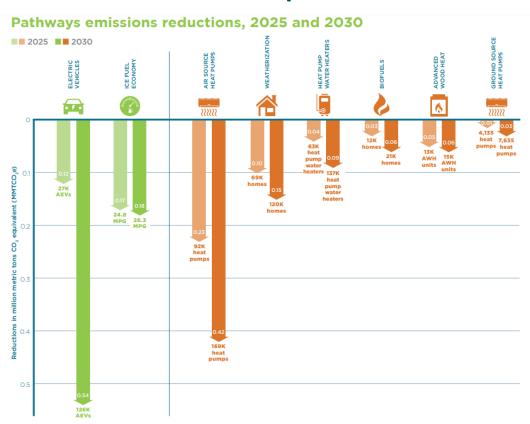


U.S. Census Bureau: American Community Survey 5-year estimates (Table B25034, B25036), 2014-2018

The Vermont Landscape



The Vermont Landscape



1

Significant investments in weatherization via ARPA funding

2

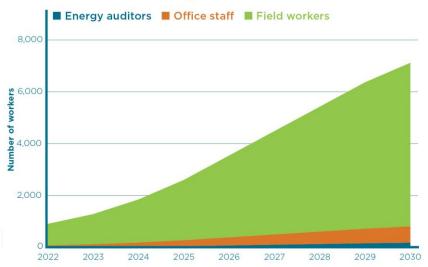
Acute contractor constraints given workforce shortages

3

Projects increasing in complexity

Weatherization workforce needs to grow significantly

Projected workforce need to meet CAP weatherization target



Source: Weatherizations ramp up rate from Cadmus/EFG, Vermont Pathways Analysis Report 2.0, 2022. Workers per weatherization range from EAN Intern Raquel Smith, "Workforce Development in Vermont's Thermal Sector," 2021.



Electric & **Vermont Gas** Territory 2019 **Energy** Burden Report **Total Energy** Burden Lowest (avg. 6.7%) Low (avg 8.4%) Moderate (avg. 10.1%) **Efficiency** Vermont No data available



Electric & **Vermont Gas** Territory 2019 **Energy** Burden Report **Thermal** Burden Lowest (avg. 2.4%) Moderate (avg. 4.3%) High (avg. 4.9%) **Efficiency** Vermont Highest (avg. 6.1%) No data available



What we've learned throughout the years



No program is an island – partnerships are key in reaching historically excluded communities and market segments



Know your markets, but more importantly know your customers



Don't let perfect get in the way of great

What we've learned throughout the years



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Don't let perfect get in the way of great

Community Engagement

- Focused efforts (with staff resources and tailored programming) in select communities in partnership with utilities, non-profits, local development organizations, and local government
- Communities selected on metrics associated with energy burden, historical exclusion, and community needs
- Annual statewide campaign (Button Up Vermont) focused on weatherization





Contractor Partnerships

Efficiency Excellence Network

- 482 contractors providing efficiency-related services (i.e. lighting, heat pumps, etc.)
- 61 Home Performance with ENERGY STAR ® contractors
- Encouragement of contractor partnerships between BPI-certified and non-certified companies
- Programs supporting more contractor reach in under-resourced areas
- Certification support, workforce development, technical assistance and guidance



Common HPwES Contractor Business Models

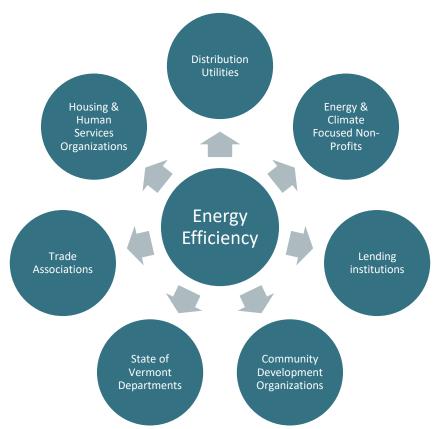
"Contractor"

- Offers testing, installation inhouse
- May offer multiple types of energy efficiency improvements

"Auditor"

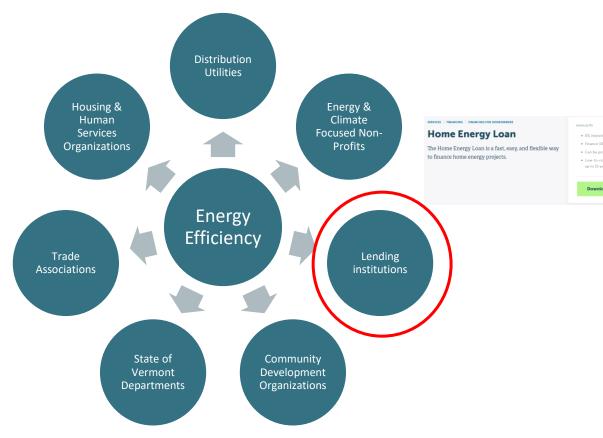
- Pairs with in-network and outof-network contractors
- Conducts testing, scoping, and reports the project

Statewide Energy Stakeholders





Statewide Energy Stakeholders



What we've learned throughout the years



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Don't let perfect get in the way of great

Market Research

Early and often!

- Efficiency Vermont conducts annual brand surveys as well as research on specific offers and attitudes towards focus areas (like weatherization)
- The most recent research shows:
 - People are more comfortable in their homes in the winter than in the summer
 - Customers are aware of the weatherization process, but not as aware of impactful projects
 - Top motivations include: 1) Saving Money, 2) Saving Energy, and 3) Home Comfort
 - Cost and uncertainty are some of the greatest customer barriers
 - Vermonters prioritize weatherization over all other areas of Efficiency Vermont's work
- Renters and homeowners' attitudes can sometimes differ important to look into specific segments and what their feedback means



Events

- Efficiency Vermont staff at all levels across all departments make efforts to attend local events statewide, resulting in hundreds of customer touchpoints annually
- We leverage these opportunities to:
 - Get to know our customers better
 - Integrate feedback into program design
 - Establish brand awareness and affinity
 - Better understand systemic barriers
- Opportunity to deploy direct-to-consumer solutions (like Energy-Saving Kits)
- Events are crucial for us to understand who we're serving, and what they're experiencing in an unfiltered way



Technical Assistance & Guidance

Virtual Home Energy Visits

- Efficiency Vermont engineering staff provide free 1:1 guidance to customers who have energy questions
- Delivered virtually on the phone or by virtual meeting
- High-level descriptions of how homes as a system work with tailored recommendations
- In 2022, we delivered over 500 unique visits to customers
- These visits allow us to better understand the customer need, and are open to both homeowners and renters



What we've learned throughout the years



No program is an island – partnerships are key in reaching historically excluded communities and market segments



Know your markets, but more importantly know your customers



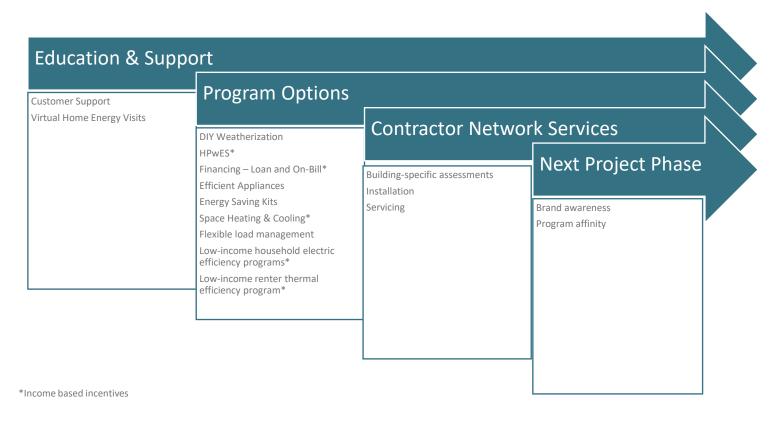
Don't let perfect get in the way of great

Evolution of Weatherization-Focused Program Design

2019 2021 Prescriptive Incentives higher incentives reduced as 2018 2022 2020 for moderate and recovery low-income Modeled savings **Pandemic** programming ARPA-enhanced households ends with in-house restrictions = one offers go into the Beginning of VT Legislature software quarter of loss market (incometransition to appropriates \$5 Performative Recovery-based based) prescriptive M in Wx-focused measure-based programming Another savings & intake ARPA dollars for incentives Fully prescriptive significant ARPA Fff VT appropriation for

Wx

The Customer Journey





"We don't have to debate anymore! It's just one question: do you want to turn on the heat pump? And the answer is yes!"

Bill Sugarman, Barre



In 2010, Bill (a Manager for VocRehab) and his wife Nathalie (a social worker at Randolph Elementary) weatherized their home with an **Efficiency Excellence Network** contractor.

In 2021, after receiving a Virtual Home Energy Visit from Efficiency Vermont, they decided their next best step was to install a ductless heat pump.

What the future holds...

Electrification

Orienting services to better enable customers to understand the benefits of weatherization and heating system upgrades (or water heating and appliances)

Customer Intake 2.0

- Refined process in anticipation of federal funding
- Direct follow-up with incomeeligible customers to play the role of energy liaison

Recalibrating

- Continuing to adjust our systems and the way we interact with our customers to increase accessibility and inclusivity
- Deep work with partners to better understand their needs
- Update to Energy Burden report



Thank you!



Robyn King
Existing Homes Program
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Smart Tools for Efficient HVAC Performance (STEP) Campaign





Scan this QR code to visit our website Contact: christian.valoria@pnnl.gov

The STEP Campaign aims to increase adoption of smart diagnostic tools to streamline HVAC system performance testing and troubleshooting, reducing energy-wasting faults and improving occupant comfort.

To join the STEP Campaign, visit: bit.ly/3DFmEaE



HVAC Contractors and Technicians

- Reduce callbacks, improve consistency and quality, streamline processes
- Find out where to get training on smart diagnostic tools
- Be recognized for successful adoption of smart diagnostic tools!



Utilities and Program Implementers

- Streamline quality installation and quality maintenance programs
- Improve engagement with your contractors
- Be recognized for programs that utilize smart diagnostic tools!



HVAC Training Organizations

- Offer qualified training on System Performance with smart diagnostic tools
- Promote your training events
- Be recognized for providing training!



Weatherization Organizations

- Ensure your ASHP/CAC installations are operating at optimized efficiency
- Develop pilot with PNNL team
- Be recognized!

ORGANIZING PARTNERS















Buildings UP

The Buildings Upgrade Prize



Building capacity to transform U.S. buildings into energy-efficient and clean energy-ready homes, commercial spaces, and communities

Upgrading existing buildings to efficiently run on clean energy will help address climate change. This means transitioning **residential and commercial buildings** to efficient electric equipment, such as **heat pumps and heat pump water heaters**, and ensuring comfort with measures such as **insulation and air sealing**.

Teams participating in **Buildings UP** will develop innovative plans to leverage the billions of dollars through the Bipartisan Infrastructure Law, the Inflation Reduction Act, utility rebate programs, and many other funding sources available and capitalize on this unprecedented opportunity to improve our homes, businesses, and communities.

Buildings UP will award more than **\$22 million** in cash prizes and expert technical assistance to bring winning ideas to life.



www.heroX.com/buildingsUP

Form Your Team and Submit Your Application by July 2023!

- Community-based organizations
- Local governments
- Utilities
- Non-profit organizations
- For-profit energy efficiency companies
- and more!

Multi-stakeholder teams are encouraged

Application support available for new and under-resourced teams

Follow Buildings UP on HeroX for prize info and updates

Questions: buildingsUP@nrel.gov

Explore the Residential Program Guide

Resources to help improve your program and reach energy efficiency targets:

- <u>Handbooks</u> explain why and how to implement specific stages of a program.
- Quick Answers provide answers and resources for common questions.
- Proven Practices posts include lessons learned, examples, and helpful tips from successful programs.
- <u>Technology Solutions</u> NEW! present resources on advanced technologies, HVAC & Heat Pump Water Heaters, including installation guidance, marketing strategies, & potential savings.
- Health + Home Performance Infographic spark homeowner conversations.



https://rpsc.energy.gov





Health + Home Performance Infographic



DOE's new Health + Home Performance Infographic reveals the link between efficiency and health – something everyone cares about. Efficiency programs and contractors can use the question-and-answer format to discover a homeowner's needs.

The infographic is ideal for the "kitchen table" conversations where people decide what to do – and who they want to do it. It also has links for homeowners to find a qualified contractor if they do not already have one.

<u>Download</u> this infographic from DOE's Better Buildings Residential Network.

Looking for photos to help tell your energy efficiency story? Visit our image libraries: https://www.energy.gov/eere/better-buildings-residential-network/articles/image-libraries

Thank You!

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Please send any follow-up questions or future call topic ideas to:

bbresidentialnetwork@ee.doe.gov



